ADDRESS CHANGES

Learning Objectives

- To know the difference between residence, mailing and vehicle domicile addresses.
- To know the reasons a vehicle would have a domicile address.
- To know how an address change affects all of the records associated with the customer number.

Performance Objectives

- To correctly change a residence or mailing address on the customer database when performing a title and registration transaction.
- To correctly change or add a vehicle domicile address to a title and registration record.

ADDRESS CHANGES

General Information

Customer Residence Address Change

Anytime a customer moves, they are required by law to change their address with MVD within 10 days.

The residence address on both the driver license and title/registration record is obtained from the address showing in the customer database.

Anytime the address is being changed on a title/registration record, it must first be changed on the customer/driver license record. It must be changed before any title/registration transaction takes place.

When the customer number is used on a title/registration transaction, it automatically brings the address information located on the customer database to the title and registration record.

Mailing Address Change

If the customer has a different mailing address then their residence address, this address is also housed and changed on the customer database.

Vehicle Domicile Address Change

The vehicle address (V/ADR) field is designed to record the physical location of a vehicle when the vehicle is not located at the owner's residence address.

The domicile address, when different from the residence address, controls the requirements for emissions. Out of state addresses are invalid

Example: The owner of the car lives in Phoenix but the car is being used by a child going to school at NAU in Flagstaff. Emission's is not required in Flagstaff, so even though the car is owned by someone living in Phoenix (which requires emissions) the domicile address is Flagstaff (does not require emissions) therefore, emissions would not be required to register the vehicle.

Mailing addresses such as mailing Drawers or General Delivery are **not** to be recorded in the V/ADR vehicle address field. However, Rural, Star Routes, HCR's and PO Boxes **are** acceptable vehicle addresses.

The vehicle domicile address is changed on the Title and Registration database.

Instructions To Change A Domicile Address:

1. Enter: Tran **QVREG** Text **L Plate # (two spaces) last two digits of the VIN** press **Ctrl**. An asterisk (*) after 1 YEAR REG or 2 YEAR REG on the address line, tells you the vehicle already has a domicile address. Press the Page Up key to view the domicile address. Make sure it hasn't been changed already.

2. Enter: Tran **MVADR** Text **L Plate # (two spaces) last two digits of the VIN** press **Ctrl**. This will take you to the MVADR – NON FEE ACCOUNTING screen for updating.

3. In the **V/ADR** field place the address of where the vehicle is located. If the customer would like for future registration renewals to be sent to this address, place an **"R"** in the VDOM field. If an **"R"** is placed in the VDOM field, then a **"T"** must be placed next to the customer's name in the TRB field. This indicates that the title was sent to the residence address and the registration renewal will be sent to the vehicle domicile address (V/DOM).

MVADR

```
                        MVADR - NON FEE ACCOUNTING
    PLT 926MVL  -001  VMA TOYT  VYR 1997     VIN        4TANL42N1VZ330760
    CUST#      TYPE TRB  OWNER                              L/S
    D03521899   I    B    BRONSON,C,BERG




    SC 25 81                        TC 66 44 46 64 47 DCR 05062004 02
    REG M/ADR     9930 W PALMERAS DR
    REG CITY      SUN CITY          ST AZ ZIP 85373       CO 07 SC52
    TTL M/ADR     9930 W PALMERAS DR
    TTL CITY      SUN CITY          ST AZ ZIP 85373       CO 07
    V/ADR                                   VDOM   SC88 COMM AREA
    CITY                           ST   ZIP              CO   SC52
    PHONE                          OVERRIDE ADDRESS? _


    TRAN         TEXT S 00923323
    CURRENT TRAN MVADR2                          MVADR
```

If the address is invalid, not a residence, or invalid apt number entered:
- The "OVERRIDE ADDESS? _" line will appear
- One of the three messages will appear:
  - "Apartment Number Missing" This message returned when an apartment dwelling is detected and no unit number is included in the address
  - "Address is not a residence address" Returned when the address is identified as a PO Box and a residence address was specified.
  - "Address Invalid"

When the "OVERRIDE ADDRESS? _" line appears the CSR should make every attempt possible to change the address. Example: Ask the customer what their apt. number is.

- The CSR will either correct the address or type "Y" in the address override space.
  - The incorrect address will be accepted.
  - PO Boxes will be accepted
  - Out of state addresses will not be accepted
  - The CSR must verify the county in this situation
- If the address is valid the correct standardized address and county will appear

The CITYZIP lookups will be removed from the address validation process. The county and ZIP will be validated from the CITYZIP table when an address is being overridden

4. Press **Ctrl** to complete the vehicle address change.

Instructions To Change A Residence Or Mailing Address:

1. Enter: Tran **QVREG** Text **L Plate #** press **Ctrl**.

2. Make a print out of the vehicle record.

3. Toggle to the customer database using **\ F10**.

4. Enter: Name **First initial,,last name** DOB **MMDDYYYY** press **Ctrl**. This will display the base record (QDSEE).

Note: To bring up an Organization number use the Tran **MDORG** with either the name (with no commas) or organization number. Any problems see a supervisor or lead for help.

5. Type "**M1"** in the ENTER SEGMENT WANTED field and press **Ctrl**. The customer's residence and mailing address screen will display.

6. Change the address accordingly: Fill in all fields pertaining to the change (complete residence or mailing address) and press **Ctrl**. This will take you back to the initial screen with a message stating TRAN SUCCESSFULLY COMPLETED. Press Ctrl to query the record. Verify the address changed.

7. Toggle **back** to the title and registration database using **\ F11**.

8. Press the F2 key to refresh the vehicle record with the new address.

Note: If the customer number does not display on the vehicle record and the name cannot be found on the customer database, a customer record will have to be created. This is done using the Tran MDAPP (individual) or MDORG (organization, trust, estate, etc.) and entering the customer's information. See a supervisor or lead for help.